



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Jose Villena et al.
Serial No. : 09/456,166
Filed : December 7, 1999
For : Non-Blocking Expandable Call Center
Architecture
Attorney's Docket : CELLIT-003XX
Examiner : Steven Blount
Group Art Unit : 2742

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on 8/4/03

By

Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicants

DECLARATION OF EYAL BEN-CHANOCHE
UNDER 37 C.F.R. S 1.132

RECEIVED

AUG 12 2003

Technology Center 2600

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

I, Eyal Ben-Chanoch, hereby declare that:

1. Since 1989, I have been working in the field of call centers.
2. As of December 7, 1999, it was well known to me and to others of ordinary skill in the art what a CCPRO switch is and how it works.
3. As of December 7, 1999, one of ordinary skill in the

In re: Jose Villena et al.

Filed: December 7, 1999

Serial No.: 09/456,166

Page 2

field of call centers, using the disclosure of the application and the knowledge available to one of ordinary skill in the art at the time, would have been able to make the non-blocking expandable call center architecture described and claimed in the application without undue experimentation.

4. Enclosed as Exhibit A is a publicly available article released in June, 1999 by Tern Systems entitled, "OUTBOUND CALL PROCESSING - Markets, Products and Suppliers-1999".
5. A third party, unrelated to the inventors or assignees of the present application, wrote this article which describes what a CCPRO switch is and how it works.
6. This article is submitted as proof that the CCPRO switch was well known to one skilled in the art, as of the time of the filing of the present application.
7. All statements made herein of my own knowledge are true, and all statements made on information and belief are believed to be true, and that the foregoing statements were made with the knowledge that willful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that

In re: Jose Villena et al.
Filed: December 7, 1999
Serial No.: 09/456,166
Page 3

my willful false statements or the like may jeopardize the validity of the above-identified patent application or any patent issued thereon.

8/4/03
Date

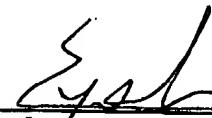
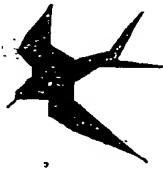

Eyal Ben-Chanoch

Exhibit A



TERN SYSTEMS
OUTBOUND
CALL PROCESSING

Markets
Products
and
Suppliers

1999

OUTBOUND CALL PROCESSING

Markets, Products and Suppliers-1999

© Copyright 1999 by Tern Systems
All rights reserved

Release date: June 1999

Report # _____

Published by:

Tern Systems
P.O. Box 253
Concord, MA 01742
978-266-1966
www.ternsystems.com

PROPRIETARY INFORMATION

UNAUTHORIZED DUPLICATION OR DISCLOSURE PROHIBITED

This document has been provided for the internal use of the corporate entity to which it was provided by Tern Systems. It contains information constituting valuable trade information of Tern Systems and is protected by the United States and Canadian copyright laws. It may not be copied or reproduced in any form or medium or distributed or disclosed to third parties without the prior written consent of Tern Systems.

TRADEMARK NOTICE

Because of space limitations, product, company and service names in this report are not marked with the '(tm)' symbol or other identifying marks. It would be appropriate to assume that all product, company and service names are protected under trademark, service mark, copyright and/or registration laws.

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Scope and Objectives	i
Methodology	ii
Related Publications	iii
Section 1 Outbound Call Processing Market/Product Analysis	
Introduction	1-1
Product Characterization	1-3
Suppliers	1-4
Predictive Dialing Suppliers	1-7
Predictive Dialing Systems Product Features	1-10
ADRMP Product Features	1-11
Outbound Call Processing Outsourcers	1-16
Regulatory.....	1-21
Section 2 Outbound Call Processing Product Market	
Markets	2-1
Outbound Call Center Size Distribution.....	2-2
Outbound Call Center Operating Structure.....	2-4
Predictive Dialing Installed Base.....	2-6
Market Profile by Type of Application.....	2-10
Predictive Dialing Industry Market Segments.....	2-14
Predictive Dialing CPE/SPE Revenue Distribution 1994-2003.....	2-18
Predictive Dialing Geographic Revenue Distribution.....	2-21
Blending	2-25
Distribution Channels	2-32
Predictive Dialing Application Profile by Leading Vendor.....	2-34
Predictive Dialing Supplier Size Grouping	2-36
Predictive Dialing Leading Vendors - 1998	2-38
ADRMP Industry Market Segments	2-41
ADRMP Installed Base.....	2-43
Trends and Future Direction	2-45
Outbound Financial Performance	2-46
Section 3 Outbound Call Processing Outsourcing Market	
Introduction	3-1
Teleservices	3-1
Collections	3-3
Value of Direct Marketing Sales Driven by Telephone (Outbound).....	3-6
Total Expenditures for Direct Marketing by Telephone (Outbound).....	3-9
Outbound Service Bureaus Revenue Profile 1996-2003.....	3-13
Outbound Teleservices Applications Revenue Profile 1996-2003	3-19
Outbound Teleservices Industry Segments 1996-2003	3-22
Leading Teleservices Outsourcers 1998	3-25
Outsourcers Financial Performance	3-28

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Scope and Objectives	i
Methodology	ii
Related Publications	iii
Section 1 Outbound Call Processing Market/Product Analysis	
Introduction	1-1
Product Characterization	1-3
Suppliers	1-4
Predictive Dialing Suppliers	1-7
Predictive Dialing Systems Product Features	1-10
ADRMP Product Features	1-11
Outbound Call Processing Outsourcers	1-16
Regulatory.....	1-21
Section 2 Outbound Call Processing Product Market	
Markets	2-1
Outbound Call Center Size Distribution.....	2-2
Outbound Call Center Operating Structure.....	2-4
Predictive Dialing Installed Base.....	2-6
Market Profile by Type of Application.....	2-10
Predictive Dialing Industry Market Segments.....	2-14
Predictive Dialing CPE/SPE Revenue Distribution 1994-2003.....	2-18
Predictive Dialing Geographic Revenue Distribution.....	2-21
Blending	2-25
Distribution Channels	2-32
Predictive Dialing Application Profile by Leading Vendor.....	2-34
Predictive Dialing Supplier Size Grouping.....	2-36
Predictive Dialing Leading Vendors - 1998	2-38
ADRMP Industry Market Segments	2-41
ADRMP Installed Base	2-43
Trends and Future Direction	2-45
Outbound Financial Performance	2-46
Section 3 Outbound Call Processing Outsourcing Market	
Introduction	3-1
Teleservices	3-1
Collections	3-3
Value of Direct Marketing Sales Driven by Telephone (Outbound).....	3-6
Total Expenditures for Direct Marketing by Telephone (Outbound).....	3-9
Outbound Service Bureaus Revenue Profile 1996-2003	3-13
Outbound Teleservices Applications Revenue Profile 1996-2003.....	3-19
Outbound Teleservices Industry Segments 1996-2003	3-22
Leading Teleservices Outsourcers 1998	3-25
Outsourcers Financial Performance	3-28

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Figures	
Figure 1.1 - Total Outbound Call Processing Market Profile 1996-2003	1-2
Figure 1.2 - Outbound Call Processing Equipment Market Revenue Share	1-4
Figure 1.3 - Outbound Call Processing Call Flow Sequence	1-12
Figure 2.1 - Outbound Call Center Size Distribution	2-3
Figure 2.2 - Outbound Call Center Operating Structure	2-5
Figure 2.3 - Predictive Dialing Systems Cumulative Installed Base	2-7
Figure 2.4 - Predictive Dialing Station Shipments & Installed Base	2-8
Figure 2.5 - Predictive Dialing Stations/System	2-9
Figure 2.6 - Predictive Dialing - Revenue Distribution by Application 1998	2-11
Figure 2.7 - Predictive Dialing - Revenue Distribution by Application 2003	2-13
Figure 2.8 - 1998 Predictive Dialing Industry Market Segments Summary	2-15
Figure 2.9 - Predictive Dialing Industry Market Segments Revenue Profile 1993-2003	2-17
Figure 2.10 - CPE/SPE Revenue Distribution	2-19
Figure 2.11 - CPE/SPE Revenue Distribution %	2-20
Figure 2.12 - Predictive Dialing Geographic Revenue 1998/2003	2-22
Figure 2.13 - Predictive Dialing Geographic Revenue 1994-2003	2-23
Figure 2.14 - Predictive Dialing Geographic Revenue % 1994-2003	2-24
Figure 2.15 - Predictive Dialing Blended Agents Breakdown 1993-2003	2-27
Figure 2.16 - Predictive Dialing Blended Agents Breakdown % 1993-2003	2-28
Figure 2.17 - Predictive Dialing Blended % of Installed Base	2-30
Figure 2.18 - Predictive Dialing Blended Cost/Station 1993-2003	2-31
Figure 2.19 - Predictive Dialing Distribution Channels	2-33
Figure 2.20 - Predictive Dialing Leading Vendors by Application 1998	2-35
Figure 2.21 - Predictive Dialing Supplier Size Grouping 1996-1998	2-37
Figure 2.22 - Predictive Dialing Leading Vendors Market Share Revenue - 1998	2-39
Figure 2.23 - Predictive Dialing Leading Vendors Market Share Installed Base	2-40
Figure 2.24 - ADRMP Industry Market Segments Revenue Profile 1994-2003	2-42
Figure 2.25 - ADRMP Cumulative Installed Base	2-44
Figure 2.26 - Outbound Publicly Owned Vendor Revenue & Profit	2-46
Figure 3-1 - Value of Direct Marketing Sales Driven by Telephone (Outbound)	3-7
Figure 3-2 - Value of Direct Marketing Sales Driven by Telephone % (Outbound)	3-8
Figure 3-3 - DM by Telephone Expenditures as a % of Direct Sales	3-10
Figure 3-4 - DM by Telephone Expenditures by Application (1996-2003)	3-11
Figure 3-5 - DM by Telephone Expenditures by Application % (1996-2003)	3-12
Figure 3-6 - Outbound Service Bureaus Revenue - Teleservices & Collections (1996-2003)	3-14
Figure 3-7 - Outbound Service Bureaus Revenue % - Teleservices & Collections (1996-2003)	3-15
Figure 3-8 - Outbound Service Bureaus Agents - Teleservices & Collections (1996-2003)	3-16
Figure 3-9 - Outbound Service Bureaus Agents % - Teleservices & Collections (1996-2003)	3-17
Figure 3-10 - Outbound Service Bureaus \$/agent - Teleservices & Collections (1996-2003)	3-18
Figure 3-11 - Outbound Teleservices Outsource Revenue 1996-2003	3-20
Figure 3-12 - Outbound Teleservices Outsource Revenue % 1996-2003	3-21
Figure 3-13 - Outbound Service Bureau Vertical Industry Revenue 1996-2003	3-23
Figure 3-14 - Outbound Service Bureau Vertical Industry Revenue % 1996-2003	3-24
Figure 3-15 - Outbound Outsourcing Outsourcer Size Grouping 1996-1998	3-26
Figure 3-16 - Outbound Teleservices Leading Agency Market Share 1998	3-28

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Tables	
Table 1.1 - Total Outbound Call Processing Market Revenue Profile 1996-2003	1-1
Table 1.2 - Suppliers of Outbound Call Processing Systems	1-6
Table 1.3 - Outbound Call Processing Outsourcers	1-15
Table 2.1 - Outbound Call Center Size Distribution	2-2
Table 2.2 - Outbound Call Center Operating Structure	2-4
Table 2.3 - Predictive Dialing Cumulative Installed Base	2-6
Table 2.4 - Predictive Dialing - Revenue Distribution by Application 1998	2-10
Table 2.5 - Predictive Dialing - Revenue Distribution by Application 1993-2003	2-12
Table 2.6 - 1998 Predictive Dialing Industry Market Segments Summary	2-14
Table 2.7 - Predictive Dialing Industry Market Segments Revenue Profile 1994-2003	2-16
Table 2.8- CPE/SPE Revenue Distribution	2-18
Table 2.9- Predictive Dialing Geographic Revenue Distribution	2-21
Table 2.10- Blending Revenue 1993-2003	2-26
Table 2.11- Blended % of Installed Base	2-29
Table 2.12- Cost/Station	2-29
Table 2.13- Cost/System	2-29
Table 2.14- Predictive Dialing Distribution Channels	2-32
Table 2.15- Predictive Dialing Vendor Application Distribution - 1998	2-34
Table 2.16- Predictive Dialing Supplier Size Grouping	2-36
Table 2.17- Predictive Dialing Leading Vendors - 1998	2-38
Table 2.18- ADRMP Industry Market Segments Revenue Profile 1994-2003	2-41
Table 2.19- ADRMP Installed Base	2-43
Table 2.20- Outbound Publicly Owned Companies Revenue & Profit	2-45
Table 3-1 - Value of Direct Marketing Sales Driven by Telephone (Outbound)	3-6
Table 3-2 - DM by Telephone Expenditures by Application (1996-2003)	3-9
Table 3-3 - Outbound Service Bureaus Revenue - Teleservices & Collections (1996-2003)	3-13
Table 3-4 - Outbound Teleservices Applications (1996-2003)	3-19
Table 3-5 - Outbound Teleservice Vertical Industry Segments (1996-2003)	3-22
Table 3-6 - Outbound Service Bureaus Outsourcer Size Groupings (1996-1998)	3-25
Table 3-7 - Leading Outbound Outsourcers 1998	3-27

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Section IV Outbound Call Processing Product Suppliers	
Adaptive Command Communications Electronics Sales Services (ACCESS!)	4-2
Amcat	4-3
Austin Logistics	4-4
Buffalo International	4-5
Business Systems Resources, Inc.	4-6
Call Management Products	4-7
Cardolan AB	4-8
Castel	4-9
CellIT	4-11
CenterForce Technologies	4-13
Community Alert Network	4-15
Contact Point Technologies	4-16
Continuous Technologies Ltd.	4-17
Database Systems Corporation	4-18
Davox	4-19
Dialogic Communications Corporation	4-24
DigiSoft Computers	4-26
DirectLine Technologies	4-27
EasyPhone	4-28
EIS International	4-29
Emediate Technologies	4-36
Envoy, Ltd.	4-37
ETS	4-38
Evolving Systems	4-39
Executone IS	4-40
Firstwave Technologies	4-42
Fusion International	4-44
Genesys	4-45
GWA Information Systems, Inc.	4-49
hy-tek controls	4-50
Information Access Technology, Inc.	4-51
Information Management Associates	4-52
Info Zero Un	4-54
InterVoice	4-55
IT Research	4-57
MarkeTel Systems	4-58
Melita International	4-59

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Section IV Outbound Call Processing Suppliers-continued	
Microautomation	4-64
Micro Delta	4-65
Microlog Corporation.....	4-66
Mosaix.....	4-68
NMS Services.....	4-73
Noble Systems Corporation.....	4-74
Nova CTI.....	4-76
Omega Systems.....	4-77
Ontario Systems Corporation.....	4-78
PAGE TeleCOMPUTING.....	4-80
Predict Ability PLUS.....	4-82
Predictive Dialing Systems.....	4-83
Predictive Solutions.....	4-84
Predictive Systems.....	4-85
Prima.....	4-86
Remote Control International.....	4-87
Rockwell International.....	4-88
SalesLAN.....	4-90
Sigma Micro.....	4-91
small Wonder Softworks.....	4-92
SoftTek	4-93
Stok Software	4-94
StrataSoft	4-95
SunDial Technologies	4-97
Syntellect	4-98
TelAthena Systems LLC	4-100
TeleDirect International, Inc.....	4-101
TeleQuery	4-104
TeleSystems Marketing, Inc.....	4-105
TelTone	4-106
TKM Communications	4-107
TRZ Communications	4-108
TSB International	4-109
US Infotel	4-110
US Telecom, Inc.....	4-111
Versatility	4-112
Voice Plus	4-114

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS

*Page
Number*

Section V Profiles of Leading Outbound Service Bureaus

800 Support.....	5-2
Access Direct Telemarketing.....	5-3
ACI Telecentrics.....	5-4
Advanced Data-Comm.....	5-5
Aegis Communications Group.....	5-6
Ameridial	5-7
APAC Customer Services	5-8
Atlantic	5-9
Business Response.....	5-10
Centrobe	5-11
ClientLogic.....	5-13
Commercial Financial Services.....	5-14
Compass International	5-15
Convergys	5-16
Cross Country Group	5-17
Dakotah Direct.....	5-18
Deluxe Corp.....	5-19
DialAmerica Marketing.....	5-20
Equifax	5-21
Faneuil Group, The	5-22
FutureCall Telemarketing	5-23
Gannett Telemarketing	5-24
GC Services LLP	5-25
GLS Teleservices	5-26
Harte-Hanks	5-27
ICT Group	5-28
InfoCision Management Corp.....	5-29
InfoPlex	5-30
INTEK Information	5-31
InterMedia Marketing	5-32
JC Penney Telemarketing	5-33
King Teleservices	5-34
L&S Marketing	5-35
Legacy Telemarketing	5-36
Lester Marketing	5-37
LTD Direct Marketing	5-38
Market USA	5-39
MCI WorldCom	5-40
Media Express	5-41
Microage TeleServices	5-42
Millenium Teleservices	5-43
MJM Research	5-44
M&RR	5-45
NCO Group.....	5-46

Outbound Call Processing Markets, Products and Suppliers-1999

CONTENTS	Page Number
Section V Profiles of Leading Outbound Service Bureaus	
Olympia.....	5-47
ORC/Protel	5-48
Outsourcing Solutions Inc., (OSI).....	5-49
PICC.....	5-50
Polaris Marketing Research.....	5-51
Precision Response Corporation.....	5-52
Protocol Communications.....	5-53
Reese Brothers.....	5-54
RMH Teleservices.....	5-55
Ron Weber & Associates.....	5-56
Signature Group, The.....	5-57
Sitel Corporation.....	5-58
Snyder Communications.....	5-59
Sprint Telecenters	5-60
SPS Payment Systems	5-61
Sykes Enterprises	5-62
TCIM Services.....	5-63
Telemarketing Concepts	5-64
TeleMark.....	5-65
Teleperformance	5-66
Teleservices Direct.....	5-67
TeleSpectrum Worldwide.....	5-68
TeleQuest	5-69
TeleTech Holdings	5-70
Transcom	5-71
UST	5-72
VisionQuest	5-73
Teleservice Resources	5-74
West Teleservices Corporation	5-75
Zacson Corporation	5-76

SCOPE AND OBJECTIVES

Outbound Call Processing

Markets, Products and Suppliers-1999

The intent of this report is to quantify the size and characteristics of the Outbound Call Processing portion of the voice processing market area.

This report is divided into five (5) sections:

Section 1 - Outbound Call Processing market overview. Product supplier participants, outsourcers, product characteristics, regulatory environment are discussed.

Section 2 - Outbound call processing product market analysis. Segments are analyzed by revenue, systems, agents, blended/non-blended, applications, vertical industry segments, geography, and distribution channels. Market share of the leading vendors is presented.

Section 3 - Outbound call processing outsourcing market analysis. Segments are analyzed by revenue, workstations, applications, and vertical industry segments. Market share of the leading teleservice outsource agencies is presented.

Section 4 - Outbound call processing product suppliers. Summary description of each of the known suppliers of Outbound Call Processing products, which describe each company in general, their distribution methods, their products and the end user applications in which they have installed product.

Section 5 - Outbound call processing outsourcers. Summary description of the leading outsource agencies, which describe each company in general, their services, their facilities and the vertical industry segments that they address.

Methodology

The methodology used to obtain the information contained in this report included:

1. The suppliers were contacted by telephone. The typical point of contact was the marketing department. Information about each supplier and its products was obtained during a series of telephone calls. In most cases, a few different people at each company were contacted. In addition to marketing, engineering, customer service and sales people were contacted.
2. Collateral packages were obtained from many of the suppliers.
3. Information was obtained from the vendors web sites.
4. Annual reports were obtained for companies that were publicly owned.
5. Many of the Distribution channels(Dealers, VARs, OEMs,....) were contacted and information obtained re products that they handle, customer applications,.....
6. Many of the privately owned suppliers were reluctant to provide revenue figures. They were usually willing to identify the size of their installed base and the quantity of product that was provided during the last year. We were usually able to determine the number of employees that a supplier had. From this information, revenue estimates for each of the suppliers was made.
6. 'Sanity checks' on what was claimed by each supplier were made:
 - a) We talked to a few people at each company. We looked for consistency in the numbers from one person to another.
 - b) The distribution channel (direct sales or secondary) was interviewed. Numbers were obtained and compared to the system supplier claimed numbers.
 - c) Customers and previous employees were contacted and solicited for information.

Related Publications

Tern Systems has authored a series of publications that address most of the voice processing market segments:

Computer Telephony Markets, Products and Suppliers - 1999

Interactive Voice Response Markets, Products and Suppliers - 1999

Voice Mail Markets, Products and Suppliers - 1999

Information Provider Markets, Products and Suppliers - 1999

Computer-Telephone Integration Markets, Products and Suppliers - 1999

Subsystem Components and Tools Markets, Products and Suppliers - 1999

Facsimile Processing Markets, Products and Suppliers - 1999

Call/Data Logging Markets, Products and Suppliers - 1999

These reports are available from Tern Systems. (www.ternsystems.com)

CellIT, Inc.

8600 NW 53rd Terrace, Suite 201

Miami, FL 33166

305-639-2259

Fax: 305-639-2222

www.cellit.com

Alex Tellez, Co-Founder, Chairman, President, and CEO

Jose Villena, Co-Founder, Chief Technology Officer

Mario Villena, Co-Founder, Vice President of Sales and Marketing

Joe Velasco, Director of Sales and Marketing

General

CELLIT, Inc. provides open-architecture art solutions for the Call Center industry. In 1994, the founders of CELLIT began a systems integration firm which operated under the name FiberTel. FiberTel specialized in building open architecture, fully integrated multimedia networks for multi-location clients, campus environments and call center / service bureaus. In 1995, FiberTel, Inc. was engaged in the development of an open, computer-based predictive dialing platform. By 1996 an independent firm, CELLIT, Inc. (Cell Based Information Technologies), was formed to concentrate its efforts on the development, support and distribution of CCPRO (Call Center Professional), CELLIT's call center product suite. In 1998, CELLIT merged with FiberTel.

Distribution

Strategic partnerships include 3Com, Dialogic, Microsoft Developer Network, Tadiran Telecommunications, Fore Systems, InnoMediaLogic and the ATM Forum.

Products

The Company's product suite, the Call Center Professional (CCPRO™) series, is a standards-based client-server telephony platform encompassing predictive dialing, inbound automatic call distribution (ACD) with integrated recorded announcements, blending, interactive voice response monitoring/recording services, fax services and integrated reporting. In addition, CCPRO's control and monitoring tools, along with its internet/intranet applications enable Call Center resources that are geographically dispersed (i.e. at-home agents, network access trunks) to be managed by a single virtual application.

Standards Based Open Architecture

3-Tier Client-Server Model

Linear Growth Supporting from 16 to N x 150 Agents

PBX-Independent (Narrowband CCPRO)

Object Oriented Visual Scripting Engines

Blended Inbound/Outbound Campaign Support

Bulletproof Do Not Call Exception Handling

Real-Time Dynamic Dialing

invention

Preview, Power and Predictive Dialing
Skill-based Call Routing
Rules-based Blended Call Queue Prioritizing
Internet Call Center Transactions
Comprehensive Campaign Management
Integrated Screen and Voice Recording
Silent Monitoring, Coaching and Barge-In Functions
Microsoft Windows 95™ and Windows NT™ Agents and Supervisor Stations
At Home Agent/Supervisor Support
Flexible, SQL-based Reporting

NTSwitch™

A high density multimedia communications server. Services include: Digital T1 and ISDN network access, digital announcements, voice recording, fax, voice mail, text-to-speech, voice recognition, and interactive voice response (IVR).

CenterCord™

Object oriented system coordinator and database engine. A platform independent application engine managing agents, inbound/outbound calls, blended campaigns and computer telephony resources.

CenterDirector™

System management stations for system operation, administration and maintenance. Allows floor supervisors and administrators to perform real-time monitoring and reporting of all call center activity.

TeleVisor™

Visual object oriented IVR applications generator. TeleVisor scripts are port independent and can be created by any client with the appropriate authorization.

Voltage™(Visual Online Total Application Generator)

Branched logic agent scripting module with other entry, fulfillment and other business application interfaces. Visual grafting support and object inheritance allows incredibly rapid application deployment with little, if any, programmer assistance.

AMP™(Agent Management Platform)Java based agent application AMP provides screen based telephony functions and screen pops. AMP interprets Voltage scripts and participates in CCPRO's distributed pacing algorithm.